

1 October 2026 Need IT support?

From 1 October 2026, digital support for ICB corporate and Primary Care colleagues in **Cheshire East, Cheshire West, Warrington and Wirral**, and for ICB corporate colleagues in **Halton**, will be provided by **NHS Informatics Merseyside (IM)**.

From 1 October 2026, there will be no change to the digital services available to you but **there will be a change** to your IT Service Desk telephone number and digital portal.

From 1 October 2026, the **quickest** and **easiest** way to access IT support is through your IM Digital Portal.

To log and track your IT support requests, scan the QR code or go to:

<https://digitalportal.imerseyside.nhs.uk>



Your IM Digital Portal will also be accessible from an icon on your home screen.

IM Digital Portal



Urgent IT issues

For issues affecting patient care, multiple users or if you are unable to access the IM Digital Portal, please call your IM IT Service Desk.

0151 296 7777



From 1 October 2026, you may see digital colleagues wearing IM-branded workwear and lanyards when visiting your site.

Find out more: <https://imerseyside.nhs.uk/service-changes>